

**Easterling, Deborah**

230126

**From:** Easterling, Deborah  
**Sent:** Thursday, June 02, 2011 4:04 PM  
**To:** 'Pam'  
**Subject:** RE: Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Dear Ms. Horack:

This is to acknowledge receipt of your email to our PSC Website Comments.

I am forwarding your email to our Clerk's Office for handling. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling

RECEIVED

-----Original Message-----

**From:** Pam [[mailto:p\\_horack@bellsouth.net](mailto:p_horack@bellsouth.net)]  
**Sent:** Thursday, June 02, 2011 3:37 PM  
**To:** Contact  
**Subject:** Form Returned:  
Letter\_of\_Protest\_Form\_pub\_0001.pdf

PSC SC  
MAIL / DMS

Form Returned: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Instructions to add this form to a response file:

1. Double-click the attachment.
2. Acrobat will prompt you to select a response file.



\* Required Fields

Date: \* June 02, 2011

**Letter of Protest**  
**in Docket \* 2011 - 47 - WS**

**Print**

**Email**

**Protestant Information:**

Name \* Pamela J. Horack

Mailing Address \* 8 Mischief Lane

City, State Zip \* Lake Wylie, SC 29710 Phone \* 803-831-1929

E-mail

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am a customer of Carolina Water Service since our move here in May of 2004.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

Please see attached letter of protest.

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? \***  
(This section should be completed.)

If held in the Lake Wylie area, I would be willing to appear.

From: Pamela J Horack  
8 Mischief Lane  
Lake Wylie, SC 29710

To: Public Service Commission of South Carolina

I am concerned about the proposed rate increase filing by Carolina Water Service for the River Hills neighborhood. My bill dated March 20, 2011 was \$83.62. Based on their proposed numbers, my bill would be \$119.61 for the same service. This is disturbing since I would be footing at least a 43% cost increase to fund a company that is not providing me increased service. Here are a couple of recent service examples:

During a recent storm, when power was out for almost 24 hours, we received a recorded call around 11pm informing us that Carolina Water was requesting limited water use as they return to normal. They called the next morning to say that the water restriction was lifted. Why would they wake me up to tell me to limit my water use overnight? That made no sense to me.

During a recent call requesting a separate meter, the customer service representative was not able to give me any information regarding my request. She was not friendly. She did send a request for someone to come to my house to look at the request. As of June 2nd, I have not been contacted by Carolina Water regarding this request. I have called to make a second request.

According to the Rock Hill Herald article dated April 21, the application for rate increase includes an 11.5% return on equity for the shareholders. According the Utilities Inc. website, the company is owned by a private equity owner. Since company financials are not public information, I am unable to review the numbers to determine if this is a valid ROE request. As a Financial Planner, I don't know of anyone who is receiving an 11.5% ROE in the current economy, particularly for taking on the no-risk proposition of increasing rates to those who are required to pay it.

The information on the company website reinforces the fact that this group is not interested in customers. Information on the website repeatedly states that Utilities Inc. is a "big company" that is "well-funded" and composed of board members with "industrial and accounting" experience. Nowhere in the company information do they state that they work for the benefit of the customer. They know they have a captive consumer base; therefore, this private equity owner can do what it wants in requesting huge rate increases.

During this critical economic time of rebuilding for so many individuals, a rate increase request of this magnitude can make or break a family's household budget. Households are already coping with increased gas, food and clothing costs. Many are still suffering from the decreased net worth of their homes and retirement funds. Wages are not increasing, although unemployment is slowly decreasing. Household budgets are tightly squeezed and this rate increase will only serve to make matters worse.

Also, I believe that requests such as this from Carolina Water continue to drive business away from the Lake Wylie area. I have personally considered moving to reduce my cost of living and my monthly water bill is one of the biggest components of that thinking. I'm normally pro-business, but I would really like to see the water service in our area taken over by a government entity that can distribute it in a more fair, equitable and affordable manner.